**Position #337350**
**IT Technical Services - Senior**
**IT Technology and Services Lifecycle Coordinator**

**POSITION SUMMARY**

Under the general review of the ITSC Technology Infrastructure and Operations Supervisor, this position is responsible for administering Information Technology (IT) financials and budget information, processing IT procurements, tracking IT hardware and software assets and inventory control, tracking IT metrics, and administering IT technology lifecycle support.   This position will also be responsible for gathering and interpreting IT metrics and data that will help guide ETF decision-making and identify various initiatives ability to meet ETF's strategic vision.  This position will also provide vendor oversight and brokerage of IT services from the Department of Enterprise Technology (DET).  This position will provide hardware and software licensing support, ensuring vendor support is available as appropriate for ETF's needs, help ensure that vendor invoicing is accurate and complete, and assist the ITSC Supervisor and ETF CIO that BITS is fiscally responsible with its budget.

This position requires self-motivation, a high-level of responsiveness to all inquiries, exceptional customer service, and a growth mindset.  It is required that this position possesses a strong attention to detail and an understanding of all applicable ETF and state standards, policies, and best practices.  It is of high importance that this position possesses the ability to create and continuously improve documentation of processes and procedures related to the role.

This position will assist with ensuring that BITS is providing the most innovative technology solutions available in the market.  In conjunction with the ITSC Supervisor and ETF CIO, this position will focus on continuous improvement and ensure that ETF technology purchasing, and planning is done in the most optimal ways that are appropriate for ETF.  As technology is a highly integrated piece of ETF's vision and strategy, this position will engage with and proactively understand the needs of ETF business units, their strategic initiatives, and how it all integrates with ETF's overall strategy, in helping align our technology assets, licensing, and lifecycle support of ETF hardware and software technology products.

The incumbent will assist with ETF technology lifecycle management, including in the assessments and execution of financial assessment, asset management, support service available, financial and budget planning, technology acquisition, integration and implementation, technology validation and refresh cycles, logistics planning and deployment scheduling, and asset decommissioning and disposal strategies.

**GOALS AND WORKER ACTIVITIES**

35%     GOAL A:  Coordinate the procurement of IT technology and assist in documenting and reviewing the ETF IT budget.

Worker Activity:

7%    A1.    In coordination with ETF's Bureau of Budget, Contract Administration & Procurement (BCAP), while following State and departmental procurement guidelines, purchase technology hardware and software as requested by BITS management and team leads.

7%    A2.    Track BITS budget forecast to actual spend and develop trends, reports, and metrics to assist ITSC Supervisor and ETF CIO in technology planning and budget management throughout the fiscal year.

        A3.    Maintain BITS budget tracking for all BITS line items including IT hardware/software, Department of Enterprise Technology resources and invoicing, and contractor staff.

        A4.    Provide, and continuously improve, documentation of all IT procurement and budget processes and procedures.

        A5.    Assist in ETF's future state planning through research of technology hardware and software product offerings, licensing models, and gather quotes from vendors/resellers as needed.

        A6.    Ensure licenses for all IT hardware and software purchases are reviewed in a timely fashion and renewed or terminated before contract expiration and to maintain hardware and software support agreements.

30%     GOAL B:  Provide Asset Inventory control and monitoring and maintain ETF's IT-focused Continuing Operations (COOP) for all IT assets.

4%  B1.    Ensure that technology assets are identified, tracked, properly allocated and used appropriately throughout their lifecycle, and maintain an accurate, up-to-date view of hardware and software assets for timely reporting and metrics in real time.

4%  B2.    Identify, control, record, report, audit, and verify IT services and other configuration items including versions, baselines, components, attributes, and relationships for all technology resources for service support during their lifecycle.

       B3.    Provide continual and consistent review of technology assets to ensure they comply with specific vendor requirements and that their use is optimized in relation to the requirements gathering of the technology lifecycle process.

       B4.    Manage technology asset compliance, contract service levels, and asset histories.

       B5.    Organize and maintain IT equipment and storage areas.

       B6.    Maintain the ETF IT COOP, ensuring all BITS data is entered, updated and accurate.

4%  B7.    Assist BITS Team Leads with technology lifecycle process, including assessment and identification of business objectives and appropriate application of technology by reviewing recommended technology as available from our vendors, or providing alternatives based on this work with vendors.

       B8.    Provide technology acquisition specific to IT infrastructure requirements and ability to service and support technologies.

       B9.    Provide oversight of service support agreements, licensing, and vendor communications for product providers and/or our Department of Enterprise Technology resources and collaborations.

      B10.    Work with vendors, Procurement, and SAMS to ensure timely and correct shipping and receiving of purchases.

      B11.    Provide brokerage in our relationship with DET, including assisting in the support of Office 365/Skype for Business user licensing, server/storage costing, and any additional service offering collaborations.

15%     GOAL C:  Assist with BITS technology lifecycle support to include innovation, planning, requirements gathering and future state research.

C1.     Assist ITSC staff and leadership with research and technology innovation planning to align ITSC and BITS with ETF strategic future state planning.

C2.     Collaborate with ITSC Supervisor and Team Leads on technology implementation, ongoing service support, technology usage metrics, and technology lifecycle planning.

C3.     Assist requirements gathering process by providing subject matter expert support regarding purchasing and procurement technologies from vendors, as well as providing input gained from knowledge of new/differing products for ongoing work with vendors.

C4.     Assist ITSC in logistics planning and deployment scheduling for new technology to be implemented into the ETF environment, as well as logistics planning and decommissioning scheduling for end of life products.

C5.     Assist leadership in planning technology refresh to ensure upgrades are timely and appropriate.

C6.     Create and lead asset decommissioning and disposal strategy for end of life technology.


15%     GOAL D:  Provide appropriate IT asset, budget, and technology metrics and KPIs, and maintain all BITS financial and performance dashboards, with a focus on the value and performance of BITS.

D1.     Track BITS budget forecast metrics to assist ITSC Supervisor in technology planning and BITS CIO with budget management throughout the fiscal year.

D2.     Create appropriate data and metrics to provide to leadership showing technology budget and procurement initiatives in relation to ETF's strategic initiatives.

D3.     Provide a financial lens to requirement gathering process regarding strategic costing, value, and identifying return on investments metrics.

D4.     Collaborate with ITSC Supervisor and Team Leads on technology usage metrics and alignment of financial dashboards.

D5.     Create, maintain, and monitor financial and strategic performance dashboards for ETF's IT leadership.


5%      GOAL E: Participate as needed on ETF enterprise projects and special projects assigned by the ITSC Supervisor and/or ETF's CIO.

E1.     Research and evaluate new tools and technologies and make recommendations on potential benefits for IT and/or business user staff.

E2.     Act as a consultant on projects requiring purchasing, procurement, budget, lifecycle, or asset management.

E3.     Carry out special assignments to respond to the needs of the Department.

E4.     Promote the introduction of new technologies as appropriate to support agency business goals.

E5.     Assist in process for technology orientations of new staff as defined by role responsibilities.

E6.    Read and discuss pertinent materials to maintain awareness of the operating procedures and environment of BITS.

E7.    Participate in ongoing learning opportunities to improve knowledge in responsibility areas.

E8.    Complete assignments as directed by ITSC Supervisor and CIO.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Excellent oral and written communications skills.
- Excellent judgement and proven decision-making skills.
- Thorough knowledge of IT procurement and IT vendor management.
- The ability to write documentation on processes and procedures.
- Knowledge of data and metrics reporting in IT.
- Knowledge of budget and financial planning.
- Advanced organizational and time management skills.
- Must possess a high level of attention to detail.
- The ability to work independently.
- Knowledge of service level management and service level agreements.
- The ability to use standard negotiating skills.
- The ability to use information resources to resolve problems and provide solutions.
- The ability to leverage interpersonal skills to establish rapport and develop relationships with all key stakeholders, such as vendors, team members, and end users.
- Knowledge of cost-benefit and risk analysis methods and techniques.
- Advanced ability and willingness to learn and implement new technology to automate business systems and processes.
- Thorough understanding of State of Wisconsin procurement guidelines and purchasing laws, procedures, and methods.
- Skill using VendorNet, STAR, and other computer programs and software applications.
- Ability to understand and utilize PC software programs (Word, Excel, PowerPoint, Outlook E-mail, etc.).
- Ability to lift up to 50 lbs.